



Department of Public Service

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New 363 Area Code Takes Effect in Nassau County

Need for New Area Code Sends Strong Signal About Good Health of Local Economy

ALBANY – The New York State Department of Public Service (Department) announced today that, beginning January 20, 2023, customers in the 516-area code region requesting new mobile or landline telephone service, an additional line, or a move in the location of their service, may be assigned a number in the new 363-area code. The new area code will provide additional much-needed phone numbers for residents and businesses in the existing 516-area code region.

As a result of a robust economy and strong demand for telecommunication services on Long Island, the New York State Public Service Commission in January 2022 approved a new area code for Long Island using an area code overlay for the area served by 516. An overlay occurs when multiple area codes serve the same geographical area.

With the addition of the new area code, Nassau County is now well-positioned to accommodate future economic growth and to satisfy growing consumer demand. The new 363-area code will be superimposed over the same geographical area as the existing 516-area code. The 516-area code is located within the boundaries of Nassau County and includes the city of Long Beach, and the towns of Hempstead, North Hempstead and Oyster Bay.

The area code overlay requires consumers to continue to dial 10 digits for local calls (area code + 7-digit telephone number) in the 516/363 area or 1 + 10 digits for calls to other area code regions. Customers in the 516-area code have already been completing local calls by dialing 10 digits since the July 16, 2022, national implementation of the 988 Suicide and Crisis Lifeline.

Important facts that consumers and businesses need to know about the 363-area code overlay are:

- Current telephone numbers, including current area code, will not change;
- All calls within and between 516/363 must be dialed with 10 digits;
- Consumers will continue to dial 1+ area code + telephone number for all calls to other area codes;
- What is a local call will remain a local call;
- The price of a call, and the price of other telephone services, will not change due to the new overlay area code;
- Calls to reach 911 Emergency Service will remain three digits;

- If 211, 311, 411, 511, 611, 711, or 811 services are currently available in the community, consumers will still dial these codes with just three digits; and
- Numbers in the 363-area code will not be available for assignment until remaining numbers in the 516-area code are exhausted.

Customers should ensure that all services, automatic dialing equipment, applications, software, or other types of equipment recognize the new 363-area code as a valid area code. Some examples include life safety systems, fax machines, Internet dial-up numbers, alarm and security systems, gates, speed dialers, mobile phone contact lists, call forwarding settings, voicemail services, and similar functions.

Business stationery, advertising materials, personal checks, and personal or pet ID tags should be updated as necessary to ensure each includes the 363-area code. All automatically dialed calls within the 516/363 area must be programmed to dial using 10-digits and the digit prefix "1" must be included for all calls to other area codes.

Documents regarding this proceeding may be obtained by going to the Search section of the Commission's Web site at www.dps.ny.gov and entering Case Number 21-C-0473 in the input box labeled "Search by Case Number". Many libraries offer free Internet access. Commission documents may also be obtained from the Commission's Files Office, 14th floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500). If you have difficulty understanding English, please call us at 1-800-342-3377 for free language assistance services regarding this press release. For more information, you may also visit your service provider's website.